

Finally ready with my new SAAS - FeedbackMonkey

I already have a fairly successful SAAS product for coders in the web crawling space called ProxiesAPI.

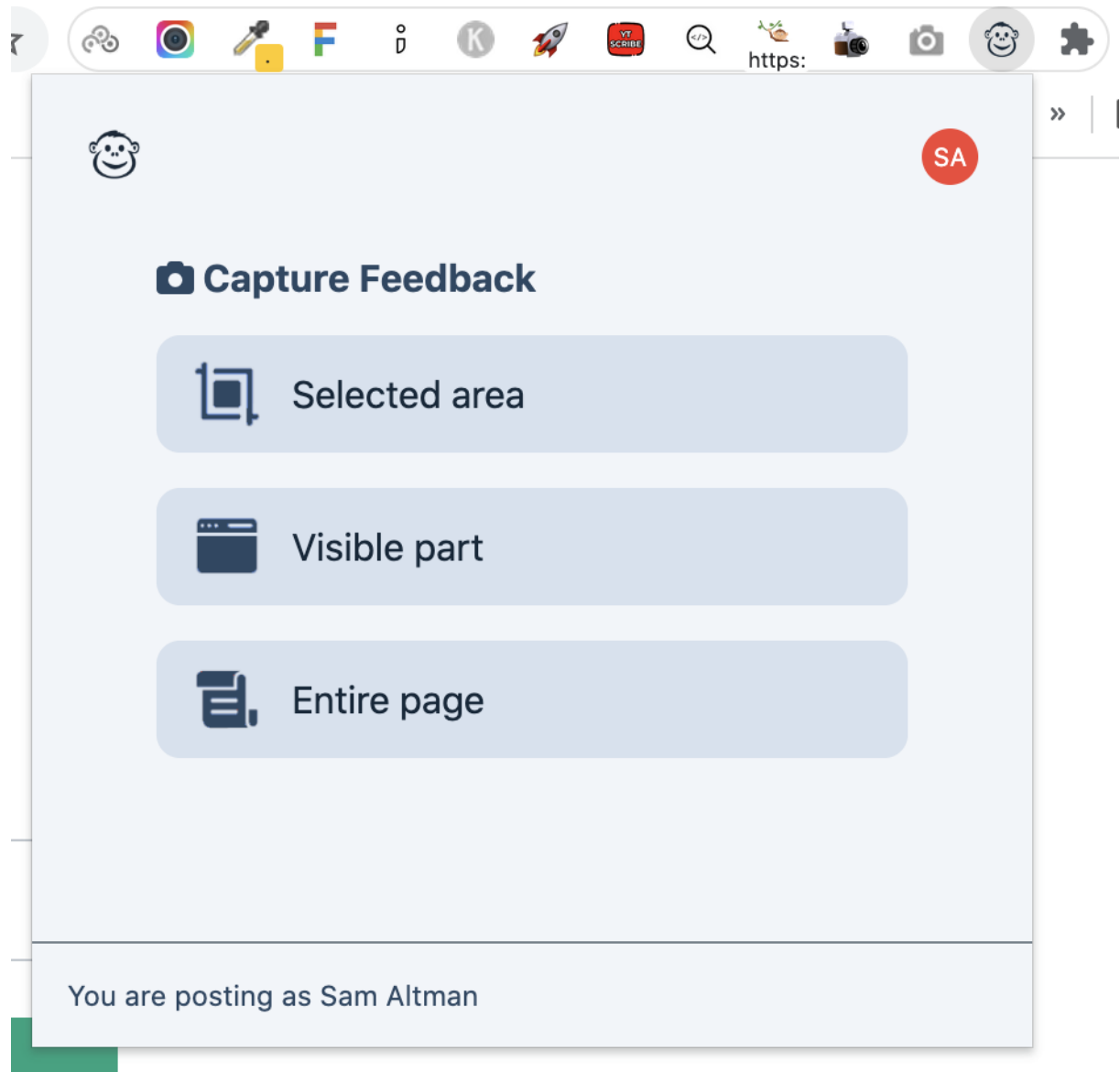
It only made sense for me to create another in a space I understand so well.

FeedbackMonkey is a visual feedback/bug tracking tool for makers, coders, testers, agencies etc.

Origin of the idea:

I always wanted a way to explain to my coders visually what I meant by my feedback and I used all sorts of work arounds to solve this problem. I used ClickUp a project management tool to do this but it is super clunky and then settled on Notion. It sorta worked but its not built for bug or feedback tracking.

My tool needed to have a chrome extension for capturing and



I also needed a embeddable widget that people could embed into their website so people who were not ready to download an extension could still be able to provide feedback, example regular site visitors.

I Bug Reports I, clients & users

faster & collaborate

S

Share feedback

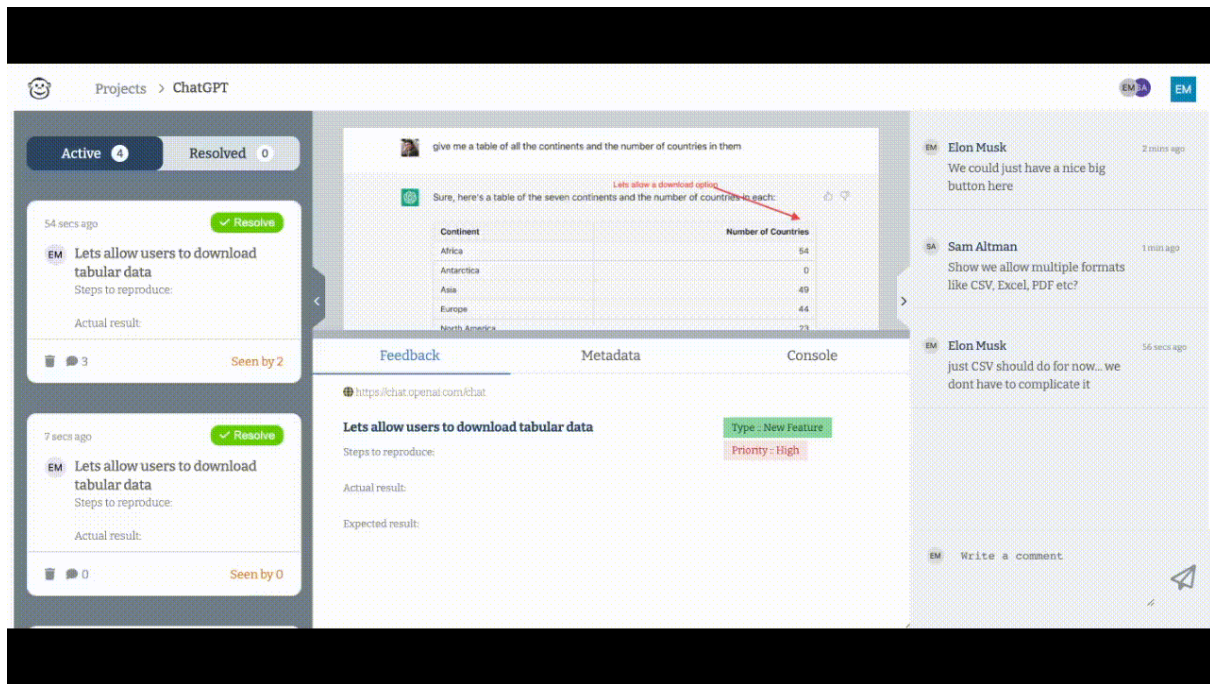
I also needed to segregate feedback based on projects and have a resolution center that is collaborative.

I found the 4 panel arrangement the best after a lot of trial and error.

I could go through issues on the left, collaborate with team mates on the right panel and get the screenshot and all the metadata in the middle. I could also customize it.

This was to be the core of the product and had to work really well and took the longest time to design and code.

It had a chat like feature to collaborate with team mates.



I also needed to know the visibility for each issue. To check if my team members had looked at it and were "on it". So it was sort of inspired by the WhatsApp double check mark.

This would be my dream product that I would love to use to report bugs and feedback and also resolve issues at the other end.

The other challenge was developing the extension and the widget. I realised late into the game that Chrome had stopped supporting chrome manifest version 2 (which was a lot easier to code) and I had to port my code into manifest version 3 which according to the developer community has a lot of issues. That was painful but satisfying to get a working extension in the end.

The team management features like sending invites and handling projects had to work like a dream as this is a team product so I spent a lot of time crafting emails and making the onboarding as smooth as possible.

Stripe integration was surprisingly difficult. I had used Paypal before in ProxiesAPI and I was expecting Stripe to be a breeze but its documentation is a bit heavy and all over the place with multiple versions.

I am putting it out here after a lot of testing and debugging. Want to take it slow and launch on Product hunt and other places later on when I am feeling more confident and the product has had time to settle. I love this community because you can get into the making of the product and can talk shop here and I love doing that.

I would love some feedback and support from you guys for this product. Here is the link <https://feedbackmonkey.app>